



Healthwatch Doncaster Event

Held at Doncaster Trades Club

Wednesday 25th September 2013

On Wednesday 25th September 2013 forty-two members of Healthwatch Doncaster attended an event at Doncaster Trades Club. The event provided an opportunity to meet members of the Healthwatch Doncaster Support Team, Board and of course each other. During the course of the event short workshops were held to discuss ways of engaging with the people of Doncaster to raise awareness of Healthwatch Doncaster and how best to encourage people to become actively involved.

Some lively and interesting discussions took place and the responses will be used to shape the planning of community engagement activity going forward.

The overall feedback from the event was that it had been useful and informative, with some members also commenting that they would welcome the opportunity to meet up on a regular basis. With this in mind a drop in coffee morning has been arranged for 24th October between 10am and 12noon at Healthwatch Doncaster, 36 Duke Street, Doncaster, DN1 3EA.

The workshop questions and their responses, as captured on the day, are attached to this outline as appendices in order that people who were unable to attend on the day can get a feel for the ideas discussed. If anyone has any more ideas to contribute or would like to be more actively involved please get in touch:

info@healthwatchdoncaster.org.uk

01302 378935

or drop in to our coffee morning on 24th October 2013

Appendix One - Flipchart Notes

Question One Responses

One of the functions of Healthwatch Doncaster is to gather people's views and experiences (good and bad) of using health and social care services in Doncaster. What are the best ways of engaging with people in a range of settings in order to do that ?

- Contact small isolated/established community groups to raise profile of Healthwatch Doncaster (4)*
- Produce a suitable survey/questionnaire asking how they are coping in their community with the services they are given by the NHS and local authority
- Video information - in a format that meets the need of individual groups
- Individual approach - signposting/networking to charities and groups that can help each other
- Holding similar events and in different parts of Doncaster
- Email, newsletters and website
- Target all age groups, college, youth council, school, sports events and venues eg Keepmoat and Castle Park
- Evening events to attract working people and young people
- Older people interview them at home - about their illness and treatment
- Use volunteers to speak to smaller groups
- Questions/surveys from charities and organisations - released to the public "don't re-invent" use what is already there
- Find a public figure (famous person) who can be the face/voice of Healthwatch Doncaster (2)
- Feedback by telephone
- Be creative -use radios
- Music, The Arts Event
- Annual Healthwatch event
- Market place event
- Use the Healthwatch Doncaster building more for engagement
- Work with all agencies delivering frontline services
- Use of window to promote other groups
- Engaging with Forums
- Comments box on Doncaster Healthwatch website (with feedback)
- Updates
- Would like to see Healthwatch Doncaster do a drop in session face-to-face
- Travel expenses
- Presence in all social media
- Coffee mornings (themed events) in different locations (may help with social isolation)
- Wellbeing officers - engagement officers (seed core fund) to bring isolated communities and individuals together
- Databases - CVS etc

- Friendly - safe setting
- Question time
- Patient Participation Groups

* Figures in brackets denote that more than one response was received on the same theme

Question Two

What do you think is the best way to raise the profile of Healthwatch Doncaster as the new consumer champion set up to give local people and communities a voice to influence and challenge how health and social care services provided locally?

- Identify a popular issue, take action and achieve. Quick win
- Attending as many events as possible, supermarkets
- Media coverage, radio and local press
- Let people know that Healthwatch now replaces PALS function for community
- Tell people what Healthwatch are working on to ask their views and to keep informed of progress
- Media, radio, press - website (3)
- Local hospitals
- Own news letters
- E bulletin - mailshots (2)
- GP surgeries
- Stall in the interchange
- “champion” in each organisation to feed back Healthwatch Doncaster (raising awareness)
- Doncaster Inclusive Centre of Excellence (DICE) - will advertise for a group if they will reciprocate (they have a mail shot)
- “Doing favours for each other” Re-think have a newsletter
- Raise profile with GP surgeries of Healthwatch Doncaster. Arrange meetings with Practice Managers to raise identified trends and look for solutions
- Pharmacies, NHS services
- Better communication between public and NHS services
- Attend local events and community groups (2)
- Screens (GP surgeries/Frenchgate)
- Ensure all info is updated
- Patient Participation Groups - Survey Groups
- Clinical Commissioning Groups (CCG) priorities - how can Healthwatch Doncaster assist?
- Events
- Healthwatch Champions

Healthwatch Doncaster is a membership organisation and some of the current membership volunteer in a range of roles. What do you think would encourage

more members to take an active role in making Healthwatch Doncaster a success?

- Better transport
- Publicise improvements made by Healthwatch Doncaster
- Get younger population involved
- Get Donnie Rovers, Scouts, youth groups and family and children groups
- Raising what Healthwatch Doncaster actually does
- Create Healthwatch Doncaster Champions Ambassador to work with individual groups, to spread the word and link with Healthwatch Doncaster
- Success breeds success
- Take up a popular cause (issue, problem) and appoint dedicated volunteers in each neighbourhood to collect and feedback info
- Invitations, personal and approach
- Search through existing membership to take part identify “likely suspects”
- Seeing results
- Training
- Communication (skills audit)
- (SMART) success will breed more involvement
- Personal approach (based on skills audit)
- Word of mouth
- What’s in it for me?
- Inviting and friendly
- Results (small)
- Mission Statement/remit
- It will listen
- An outcome
- Be kept updated
- Youth members (colleges)
- Showing what the business do - “you said - we did” 360 degree feedback
- Free iPad!
- Letting members have a say in service development and organisation
- State why we are asking for opinions
- Inclusive, professionals, carers, users
- Know - what can practically be available
- Signposting - vol to practically help people - feed the cat
- Street representatives - “very local Healthwatch group” ie baking, walking dog - building on community spirit
- Young people - target colleges High Melton Health and Wellbeing course
- “My Place” - schools project on Health issues
- Neighbourhood Teams - work to have some fun

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